

WEEKLY MEDICAID LONG-TERM CARE PROVIDERS CALL MINUTES

Date: April 24, 2019

Time: 11:30 a.m.-12 p.m.

Facilitator: Kathryn Loechelt – Louisiana Medicaid

Purpose:

The purpose of the conference call series is to provide a forum for long-term care stakeholders to ask Medicaid questions about Medicaid long-term care eligibility issues

Announcements

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- LNHA Satellite Registration and Trusted User Training update:
 - Deadline for submitting the Satellite Location Registration form is close of business April 24, 2019.
 - Approximately 100 sites submitted a form
 - Expect to receive an email with Satellite Location Code on or around May 6, 2019.
 - Check the [LNHA Resource Library](http://ldh.la.gov/index.cfm/page/3584) regularly for updates:
<http://ldh.la.gov/index.cfm/page/3584>
 - Bi-weekly systematic uploads should begin June 1, 2019.
 - The email for inquiries is LNHATrustedUsers@la.gov
- Claims recycles are being done on a weekly basis. The next check-write will be April 30, 2019.

Medicaid has developed a communications plan specific to long-term care concerns. This plan includes the creation of a [website](http://www.ldh.la.gov/index.cfm/page/3587) where long-term care stakeholders can [submit agenda items](http://www.ldh.la.gov/index.cfm/page/3587) for upcoming conference calls, view agendas and minutes, and stay informed about any meeting cancellations. The website is: <http://www.ldh.la.gov/index.cfm/page/3587> . Biweekly provider bulletins are also found on this website. Stakeholders are encouraged to read provider bulletins to stay updated on news regarding Louisiana Medicaid's eligibility and enrollment system and other provider concerns.

Long-term care providers, recipients, applicants, and those with general questions can contact Medicaid via an online submission form found at www.ldh.la.gov/contactltc. Submissions through

this form will get a response by email within 10 days of the request. Please do not submit protected health information through the website as Medicaid cannot guarantee the security of the site. If it is necessary to include protected health information in correspondence for Medicaid, please send an encrypted e-mail to LTCcontactus@la.gov.

The online form and the e-mail account are monitored daily and Medicaid is committed to responding to inquiries within 10 business days.

Meeting Discussion

Medicaid is recycling claims with the 173 denial code weekly. Providers do not need to resubmit these claims.

The 858 denials are denials for “service not covered by Take Charge Plus”. Typically, these denials are happening when a member had previous full Medicare/Medicaid eligibility that was reassessed and now is only covered by Take Charge Plus (TCP) and Medicare. For these members, DXC (Medicaid’s fiscal intermediary, previously Molina) previously covered copays and deductibles, but now any crossover submitted or copay/ deduct claim billed to DXC will be denied for TCP if it is not for a service covered by that program. Providers should check eMEVS (the electronic member eligibility verification system found at www.lamedicaid.com) to confirm the individual has full Medicaid coverage. If they do not see full coverage and feel this is in error then they should reach out to the eligibility field.

A caller stated the absence of the person identification number on the Medicaid eligibility decision letter adds a hardship with handling paperwork. Medicaid staff explained this has been discussed with the legal department, which in turn has advised that including the identification number is not an option.

A provider asked about enrolling as a satellite location. Caller was informed that once Satellite Locations are systematically enrolled, the Admins at the sites will receive an email with next steps.

At this time, Medicaid is recycling claims for 159, 173, and 568 weekly. A singular claim may deny for multiple reasons. In the recycle process, a claim is tested first and if it denies during the test, it is not recycled. Those claims are held until they will pay correctly rather than going through the recycle process multiple times, which would generate multiple remittance advice (RA) messages to the provider. The segments that are not successfully clearing MMIS are being worked by LaMEDS.

Stakeholders are encouraged to check the [provider page](#) often for updates.

Next Meeting

May 8, 2019 – 11:30 a.m.-12 p.m.

Conference Line: 1-888-557-8511; Access Code: 2615676#